



NEIGHBORHOOD COUNCILS

AN ORGANIZATIONAL GUIDE



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City of Charleston

Joseph P. Riley, Jr.
Mayor



Mayor Joseph P. Riley, Jr.

Dear Neighborhood Leader,

Neighborhoods are the heart of the City of Charleston. Through neighborhood councils, we are able to improve communication, increase understanding and cooperation between Charleston citizens and City officials, and, ultimately, increase the quality of life for all of our citizens. Neighborhood councils work with our City government to bring their residents safer neighborhoods, cleaner streets and sidewalks, and a stronger sense of community pride. This guide is meant to provide a framework for neighborhood councils to engage their residents as we all strive to achieve these goals.

On a special note, I ask that you use your neighborhood council to support the notion that Charleston's neighborhoods have a very important role to play in the lives of our children. As a community, Charleston has a proud tradition of making sure that its children are given every opportunity to succeed. To have a fair shot at a successful life, all children must have the fundamental resources that allow them to reach their potential: a healthy start; quality education; safe places with supervised and structured activities; responsible and caring adults in their lives; and an opportunity to give back to the community through service. A committed and motivated community is necessary if we are to give all of our children these opportunities. I urge all of you to take this opportunity to reconnect your residents with the children of our City. We must dedicate ourselves to creating a Charleston where every child has the confidence, character, competence, and connections to live a healthy, fulfilling life and contribute to this community in a positive way.

Thank you for your willingness to serve as a leader in our community. If I can ever be of assistance to you, please do not hesitate to call me at 577-6970. I look forward to even more meaningful communication and an exciting future for our neighborhoods, our children, and our city.

Most sincerely yours,
Joseph P. Riley, Jr.
Mayor, City of Charleston

WHY HAVE NEIGHBORHOOD COUNCILS?



↪ **Communication**

↪ **Being Good Old-Fashioned Neighborly**

↪ **Citizen Organization**

↪ **Quality of Life**

Neighborhood Councils provide a place for citizens to express their views, share their ideas, gain understanding, initiate programs, and make positive differences in their community. A strong community is a healthy and happy community.

By working together, the Neighborhood Council can evaluate neighborhood areas as to the residential character, schools, future plans and development, historic significance and total environmental impact. They can work with city government to enhance where and how we live.

Without a sense of caring, there can be no sense of community. -Anthony J. D'Angelo

WHO IS INVOLVED?

- ✧ Neighborhood Councils can be large and diverse!
- ✧ Membership is open to all residents in the neighborhood.
- ✧ Residents 16 years or older are eligible to hold office and vote in elections and on issues.
- ✧ Businesses located within the neighborhood's boundaries are often invited to become affiliated with Neighborhood Councils as well.

GAINING MEMBERS

Remember - most people will say "yes" if the right person asks the right way! People will join if you convey your conviction, enthusiasm and trustworthiness.

When recruiting new members, let your neighbors know:

- ✓ Neighborhood Councils are worthwhile and fulfilling!
- ✓ You need all people!
- ✓ They can be involved with neighborhood projects and functions
- ✓ They will receive personal satisfaction in working with neighbors to satisfy mutual interests on behalf of their neighborhood and quality of life.
- ❖ Remember to follow through! Once you've contacted someone, stay in touch! Everyone in the neighborhood is a potential member so keep all residents informed and do not give up! Everyone working together is the goal.

METHODS OF COMMUNICATION

- Flyers and posters (Office of Neighborhood Services can help! You bring the paper and we'll print the flyers!)
- Door-to-door visits
- Mail to individuals, businesses, and groups
- Meetings by invitation with interested service clubs, groups, and/or associations
- Local Newspapers
- Website
- Word of Mouth
- Email: Several neighborhoods now have list serves
- Block Parties
- Your Neighborhood Newsletter
- Utilize information from the Office of Neighborhood Services on the citizen participation process and flyer production



ORGANIZING YOUR NEIGHBORHOOD COUNCIL

Councils work best when organized into committees and those committees fit the needs of the neighborhood they serve. Below are some organizational suggestions. Each participating member should be encouraged to select an area he or she is interested in. A resident can serve as an officer (chairperson or vice-chairperson) or committee member.

1. Neighborhood Planning and Public Service Committee

This committee is concerned with:

- Public Improvements
- Environmental Protection, Pollution and Ecology
- Beautification and Urban Design
- Neighborhood Cleanups
- Recycling
- Utility Services
- Streets, Street Lights, Sewers, Curbs
- Elimination of Hazards
- Waste Disposal System
- Neighborhood Housing
- Preservation
- Transportation
- Parks
- Zoning and Land Use
- Licensing and Building Codes

Objectives:

- Conduct briefing sessions and planning programs for the purpose of developing a neighborhood master plan
- Work toward developing a capital improvement plan for the neighborhood by providing input to the City's budget each year.

2. Neighborhood Economic Development

This committee is concerned with:

- Commerce
- Industry
- City Revenue, Expenditures & Budget Hearings
- Voter Registration
- Employment Issues

Objectives:

- Recommend ways and means of furthering the economic development and revitalization of neighborhoods.
- Encourage and promote consumer education and debt management
- Work with local businesses and encourage their participation in neighborhood meetings and activities.
- Address the needs of local businesses that the community can provide.
- Can economically forecast and estimate the likely impact of alternative assumptions or government policies, and test various propositions about the general economic development of the neighborhood.

3. Public Safety and Neighborhood Concerns

This committee is concerned with:

- Police and Fire Service
- Health
- Code Enforcement
- Recreation
- Education
- Cultural, Religious and Social Services



Objectives:

- Promote Crime Prevention Education
- Share Crime Statistics
- Communicate with the Police Department Team Commander for the Neighborhood
- Encourage Acquaintance with Neighborhood Patrols and Address Safety Needs
- Promote Fire Prevention Education and Support Prevention Programs
- Work with the Recreation Department on All Aspects Of Recreational Opportunities for Residents
- Develop Neighborhood Recreational Programs
- Communicate with City Agencies Involved in Housing Code Enforcement and Enforcement of Sanitation Ordinances
- Become Acquainted With And Share Information About All Social Service Agencies
- Direct Neighborhood Residents in Need to the Right Agencies
- Encourage Self-Help Activities Among Residents to Meet Specific Needs, Such as Health Centers for The Elderly, Health Surveys and Dental Care Prevention and Health Education Programs

4. **Support Committee**

This committee is for those who share the vision and spirit of the Neighborhood Council concept, but are presently unable to be active in the program. These members attend and participate in meetings only as scheduled or as their physical condition permits. These members may, or may not, pay dues according to the wishes of the voting membership and as spelled out in the association's by-laws.

I am of the opinion that my life belongs to the whole community and as I live it is my privilege - my privilege to do for it whatever I can.

George Bernard Shaw (1856 - 1950)

SELECTING A NEIGHBORHOOD COUNCIL LEADER

Look for These Essential Qualities Of An Effective Leader:

Dedicated to make the commitments required to reach worthy goals

Willingness to invest adequate time for planning and participation in activities and meetings

Have a capacity for leadership; being able to plan and delegate

Possess experience and ability to work with people through various networks

Knowledgeable about Charleston's Citizen Participation Plan

Have a liking for people and the ability to win their trust and friendship

Possess the ability to encourage others to develop leadership

ELECTING OFFICERS

Who are the officers? President, Vice President, Secretary, Chairman and Vice Chairman of Committees plus any additional officers that are elected in accordance with established by-laws.

When should officers be elected? Every one to two years or as stated by by-laws

How do we prepare for elections?

Each year the president should appoint a special nominating committee to present recommendations for each of the officer positions. The nominating committee should:

- ◆ Be composed of 4-6 key neighborhood leaders, with one of them designated as chairman
- ◆ Review all lists of possible candidates within the neighborhood, including heads of businesses, schools, churches, etc.
- ◆ Recruit and secure permission from each candidate to allow their names to be put up for nomination
- ◆ Publish the names in a newsletter or flyer of all those to be nominated
- ◆ Announce the slate of nominees at an open meeting prior to elections
- ◆ Ask for any other nominations from the floor

How should officers be elected?

- Any official member of your Neighborhood Council can vote.
- Membership is open to all residents 16 years of old and older, including homeowners and renters.
- The election can be done by ballot, voice, hand or any method your Neighborhood Council decides.
- No proxy voting is allowed.
- If your Neighborhood Council requires membership dues, voting may be restricted to members who have paid.
- Among eligible voters, a majority rules.

ORGANIZING AND USING THE EXECUTIVE BOARD

What is an executive board?

- A small group (4-6) of your key officers who will coordinate, plan, and generally assist the president in leading the Neighborhood Council (i.e., Vice-President, Secretary, Committee Chairmen).
- The board should be key persons with whom the president works well. Pick the people who are concerned about neighborhood issues and who will work hard to achieve goals.

What do they do?

- They meet at an assigned location monthly or quarterly to achieve the objectives and goals that have been established
- See that a program calendar is established
- Recommend the goals and objectives
- Review and help plan upcoming meetings 2-3 months in advance
- Determine and assist the president in delegating project responsibilities
- Conduct the business required between the regular meetings
- Help confirm the attendance of those giving reports at meetings

Why should you have an executive board?

- To have the benefit of several people's ideas and suggestions
- To develop a well-balanced, appealing program for the Neighborhood Council
- To have the benefit of leadership from several, rather than one.

Don't forget, the executive board should not assume any legislative authority for your Neighborhood Council. All major decisions should be taken to your entire membership at your regular meetings. The executive board is for the purpose of facilitating and helping to expedite the business of your Neighborhood Council.

USING COMMITTEES

Background and Purpose

The provision for committees allows you to have an organization that can deal with practically any issue, problem or interest that may arise within your neighborhood. The committees essentially represent interest areas that encompass every major aspect of what could be happening in your neighborhood at any one time. Since people will work the hardest and stay involved in something that interests them, a committee structure allows people pick an area of their interest and immediately become active in pursuing that interest. The role of a committee is work to accomplish set objectives and goals. To accomplish goals, committees do much of the following:

What do they do?

- Research a neighborhood need or problem
- Plan a program
- Report on projects
- Implement a program
- Monitor an activity
- Initiate a new service
- Organize an activity
- Meet with other committees

*Long-term planning is
not about making long-
term decisions,
it is about understanding
the future consequences
of today's decisions.*

Gary Ryan Blair

Here are some points to remember:

- ◆ The role of the president is to coordinate committees and to assign to those committees, from time to time, projects or activities that relate to their areas of interest.
- ◆ Use job descriptions for the committees as the general frame-work for delegating responsibility and determining which committee relates to which program.

- ◆ Recognize that not all committees may be active at any one time. Some interest areas will naturally have greater priority than others in your neighborhood at one particular time.
- ◆ Use the committees as a way of communicating the opinions, suggestions or problems of your Neighborhood Council to any decision-making body, organization, agency or institution in the community, including City government.
- ◆ Encourage each committee to recruit as many members as possible. There is no limit to the numbers of members any committee can have. However, it is preferable that one person should serve on only one committee at a time.

What about special projects?

From time to time your neighborhood may launch a major project such as Crime-Watch or a membership drive in which everyone temporarily will work together as a special task force to accomplish that specific activity. One committee may be asked to plan and organize it, but everyone in the neighborhood will be invited to participate in it.

What are the responsibilities of committee chairpersons?

- ✧ Actively recruit committee members
- ✧ Report on the activities of the committee at the meetings
- ✧ Call committee meetings when required
- ✧ See that projects assigned to the committee are properly organized and carried out
- ✧ Maintain a roster of the committee members

Use the Neighborhood Council meeting as the time for each of the committees currently involved in some phase of a project to report on what is being done by them in the neighborhood. This keeps everyone informed of progress, makes the committee accountable for its responsibilities and involves people in the meeting. Highlights of these reports should be published in your newsletter.

PLANNING A SUCCESSFUL MEETING

Careful planning makes quality meetings. The president is responsible for planning meetings and he or she can enlist the help of the executive board in doing various phases of it.

Here are some tips for where to begin:

◆ **Review previous meeting and minutes:**

- What items need to be carried over to this month?
- What reports are expected from assignments given at the last meeting?
- What items were not covered that should be included this month?

◆ **Prepare a rough draft agenda**

The intent at this point is for you to identify all the components that should be a part of the meeting. Consider the following categories on the agenda and list your items according to which category they fall under :

- Pre-meeting activities
- Items of information
- Items needing discussion
- Decisions that need to be made
- Recognitions that are to be given
- Items for follow-up and action
- Post-meeting activities

◆ **Notify telephone chairman about the meeting**

Give particulars so that he or she will be able to inform his or her callers about the meeting topics.

◆ **Call members before meeting:**

Prior to the meeting, call each member and remind them of the upcoming meeting. Make any required adjustments for persons unable to attend or accept a particular responsibility.

◆ **Various Preparations**

Determine who is in charge of arranging the meeting place, pre-meeting activity, name tags, invocation, reading the minutes, arranging refreshments, arrangements for a special speaker or guest, movers of motions, special recognitions, materials and distribution, announcements, cleaning and straightening after the meeting, locking the doors and checking the lights of the meeting place.

◆ **At least 15 days prior to the meeting**

Pertinent information regarding the meeting should be given to the newsletter editor. Items such as special guests, important issues, recognitions, etc., should be included in the newsletter. Have the newsletter sent out about a week before the meeting.

*The greatest compliment that was ever paid me
was when someone asked me what I thought, and
attended to my answer.*

Henry David Thoreau

WAYS TO PROMOTE ATTENDANCE AT YOUR MEETINGS AND ACTIVITIES

- ◆ Involve as many people as possible!
- ◆ The best promotion for your next meeting or activity is the quality of your last. A good meeting will bring people back for the next.
- ◆ Use your telephone committee to make personal reminders. A personal touch makes a difference.
- ◆ Send out a newsletter before each meeting with times, date and place of the meeting. Give highlights of meeting concerning: major decisions to be made, special guests or resource people to be present, recognitions to be given, discussions to be held, information to be shared and any special events.
- ◆ Pick up people and bring them to the meeting. This is a guaranteed system and an excellent way to get acquainted as well as conserve energy.
- ◆ Involve kids.
- ◆ Have special events to spice up your meetings. Some examples: a musical group or performer, displays, demonstrations of art or crafts, etc. No one enjoys dull meetings. Everyone likes excitement and surprises.
- ◆ Deal with issues that have broad appeal. Don't be preoccupied with internal matters. Identify, promote, and provide opportunity for neighborhood forums on interests, problems, needs that you have determined affect a lot of people. When doing so, be sure you bring in resource people to speak about those issues. Don't just pool your ignorance!
- ◆ Highlight a certain block or area each month. Recognize and introduce these residents.
- ◆ Communicate in every way you can about your meeting/activity. Here are some more ideas:
 - News releases to local papers
 - Using neighborhood bulletin board space at stores, schools, etc.
 - Send public service announcements to radio and TV stations
 - Put out brightly colored posters throughout the neighborhood
 - Put notices in church bulletins in your local churches
 - Identify block representatives to notify those on their block
 - Have an email list or a list serve and email an agenda to all members
 - Utilize the resources of the Office of Planning and Neighborhoods!

RUNNING A SUCCESSFUL MEETING

Consider the following tips and points to ensure a successful meeting:

- ◆ **Quality.** The quality of your meetings will have a direct bearing on how effective your Neighborhood Council will be and the kind of impact it will have on your neighborhood. How well the meeting goes will determine whether or not others feel that the Neighborhood Council is worth their personal time and participation. A good meeting doesn't just happen by accident or chance; it is carefully planned and organized with a number of people sharing in the responsibility for the various aspects of the meeting.
- ◆ **Leadership.** Nothing influences the quality of your meeting more than the person presiding. How he/she does will, in large measure, determine what happens and does not happen. A good leader neither operates like a dictator or like a spectator, rather, he/she is able to evoke the participation and skills of others by creating a climate where people feel free and open to share and participate as they choose. To preside and lead effectively requires skill and practice.
- ◆ **A good agenda.** Identify categories of information about the meeting like:
 - a) Items of information
 - b) Items of recognition
 - c) Items of discussion
 - d) Items of decision
 - e) Items requiring organization and follow-up.

The agenda should tell us who is meeting, where and when, what committees are reporting and who is giving the reports, the order of business, what to anticipate and expect.

- ◆ **Be sure issues are properly discussed before decisions are made.** It is the leader's responsibility to see that all issues are explored and the subject matter is clearly and concisely stated and that all understand the implications of any decision before they vote.
- ◆ **Set an atmosphere conducive to discussion and comfort.** Having an activity start 15 minutes before the meeting is to begin is a good way to break the ice. The physical arrangement of where people sit also impacts the flow of ideas. Try to arrange seating so that all people can face one another and see what is going on.

- ◆ **Be consistent in the method of running the meeting.** Whatever method of conducting business is used, it should be used consistently. To jump from one procedure to another throws people off guard and makes them uncomfortable. For those wanting to use some parliamentary procedure, the following simplified rules of order may be helpful.

RULES OF ORDER

- 1) State the subject in the form of a motion after being recognized by the chair.
- 2) The motion must be seconded by another person before discussion.
- 3) A motion can be amended after we receive recognition from the chair. It must be seconded.
- 4) A motion can be sent to a committee/sub-committee for further study. This action is debatable and amendable.
- 5) A motion can be tabled if we believe it best to discuss the topic at a future meeting.
- 6) A motion can be postponed to a future time as long as a speaker is not on the floor (which means someone does not have permission to speak.) This action is debatable.
- 7) A motion that has been passed or defeated can be reconsidered later in the meeting. Reconsideration is debatable and must be moved by the one who voted on the prevailing side.

- ◆ **Involve everyone.** One simple way to do this is by having as many as possible involved somewhere in the meeting for some report or activity. If you are not careful, a few people can easily dominate the meeting (frequently a criticism of the presider). Each must realize that his ideas and opinions are important. Here are some techniques that can help accomplish this:

- Ask a person directly if they have anything to add
- Ask a specific person if he or she agrees with what was said
- Form small discussion groups
- Set aside time to brainstorm. No one is allowed to argue or pass judgment on the merit of any idea.

- ◆ **Delegate responsibility.** The greater the number of people who become involved with a specific assignment, the more interest we are apt to create. A good meeting has as many people as possible leaving the meeting with specific tasks to complete. This not only broadens responsibilities and utilizes the committee structure of the Neighborhood Council, but is also prevents the leaders from being overworked. Don't let good ideas die because no one was asked to follow up on it and bring back a report. There is a direct relationship between attendance and the number of people feeling responsible for some aspect of the meeting. The more people involved, the better the quality of the meeting.
- ◆ **Begin and end a meeting on time.** Respect people's time, and your own, by starting and finishing your meeting when you said you would. Don't penalize those on time by always waiting for those who are late. It is better to end a meeting while the discussion is spirited than wait until everyone is exhausted and wishing the meeting had ended 30 minutes earlier.
- ◆ **Provide time for and encourage informal discussions.** The ultimate objective of the Neighborhood Council is to foster neighborliness. Allow for this to happen at your meetings by ending your meetings early enough to allow people to spend time afterwards to informally talk and get acquainted. While not on your official agenda, this aspect can build a neighborly and team spirit in your group.

As Mankind becomes more liberal, they will be more apt to allow that all those who conduct themselves as worthy members of the community are equally entitled to the protections of civil government. I hope ever to see America among the foremost nations of justice and liberality.

George Washington (1732 - 1799)

DETERMINING YOUR NEIGHBORHOOD NEEDS



It is the responsibility of your committees to go through the process of identifying the needs and problems in your neighborhood. This assessment or inventory of your neighborhood should be done at least once every two years. There are several methods you can use. If possible, do all of the following:

A. Get opinions and feelings of the residents in your neighborhood

1. At your Neighborhood Council meeting

Divide into small groups, give everyone a paper and pencil, and have everyone answer questions similar to the ones below. After writing individual views, discuss responses in small groups and report back to the larger group at the end of the meeting.

- Why did you move to this neighborhood?
- What do you see as strengths in your neighborhood?
- What do you like least about your neighborhood?
- What five things would you most like to see done in this neighborhood? If you could do only one of these, which one would it be?
- What has been your favorite neighborhood activity in the past, in this neighborhood or others, that promoted a sense of community?

2. Through your newsletter

List these same questions in your newsletter or an e-mail and leave space for people to write their responses. Indicate the address or e-mail address where the survey should be mailed or returned and a date due.

3. Over the telephone can work if you:

- Call an equal number of people from each area of the neighborhood
- Use a set of printed questions to ask them, including questions which provide some possible project alternatives
- Do not talk for long during each call
- Publicize your intent ahead of time and let people know when you will be calling

B. **Make Observations of Your Neighborhood**

You can discover a variety of things about your neighborhood just by walking or driving through the area and carefully observing and noting the things you see. First-hand surveys can be exceptionally useful in highlighting facts about the area that surprisingly few people are aware of. Be sure to keep an open mind when you are surveying and look for things you might have never noticed before. Try observing these aspects of communities:

1. **Traffic Problems**

Look for congestion, speeding, parking, potholes, dangerous intersections, poor road conditions, spots with bad visibility like sharp turns or large shrubbery and hazards for bikers and pedestrians

2. **Parks**

Make note of such things as condition of grounds, equipment, current or future activities, frequency of use, etc.

3. **Housing Conditions**

Observe conditions of homes, yards, sidewalks, abandoned homes needing to be painted, fences and potential threats from tilting or rotting trees.

4. **General Neighborhood Appearance**

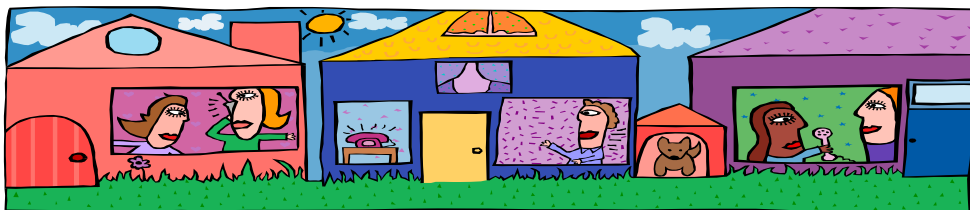
Look for things like junk cars, safety hazards, eyesores and health hazards. Also, notice things like the condition of streetlights, curbs and signage.

5. **Location of Public Facilities**

Note location of places like libraries, pools, police and fire stations, bus routes, bus stops and hospitals.

6. **Churches and Businesses**

Note location of businesses and the owner's or manager's names, churches and names of pastors.



For a community to be whole and healthy, it must be based on people's love and concern for each other. Millard Fuller

C. Briefing sessions by key leaders

Though time consuming, this method can be informative, exciting and indispensably helpful. In this process, key leaders are asked to attend a series of special briefing sessions sponsored by your Neighborhood Council to share their plans and views on the future possibilities of the neighborhood. The key steps are as follows:

Assign Committees To Conduct Sessions

- The Neighborhood Planning and Public Service and the Neighborhood Economic Development committees are assigned to organize and conduct the briefing sessions, take notes and bring recommendations to the full membership at the conclusion of the series.

Schedule Special Briefing Sessions

- Possible session topics are as follows:
 - **The City Listens to Our Neighborhood:**
Featuring the Mayor, our City Council member and Director of Planning and Urban Development.
 - **The Economic Development of Our Neighborhood**
Featuring selected key businesses within your neighborhood.
 - **The Churches Within Our Neighborhood**
Featuring the pastors of selected key churches.
 - **People are Planning**
Featuring developers building in the area, new residents who have moved in and historical perspectives.
 - **The People in Our Neighborhood**
Featuring a representative of youth needs, senior citizen needs, disability or other special needs, school principals, youth leaders, and City agencies such as Parks, Recreation or the Mayor's Office for Children, Youth and Families.

Conduct The Final Session

- The final session, the Neighborhood Planning and Public Service Committee Report, would follow the last session by two weeks. A special letter of invitation outlining the previous sessions and speakers should be sent to every home two to three weeks before the meeting. Invitations should also be sent to neighborhood churches and businesses, etc.

It is recommended that you include some of the participants of the briefing sessions on the Neighborhood Planning and Public Service committee that develops the recommendations for follow-up by the Neighborhood Council.

SETTING GOALS AND OBJECTIVES

Like a ship heading toward a distant port, your Neighborhood Council needs a destination and a sense of direction. Knowing what you want to do and accomplish provides a sense of purpose without which the council will flounder. Your goals should be published in your newsletter so that everyone will know what your Neighborhood Council intends to do. Each goal needs to be assigned to a committee for implementation.

Well-written objectives are:

- Specific
- Possible
 - Clear
 - Measurable
 - Thought out

I found Rome a city of bricks and

left it a city of marble.

The Goal-Setting Process Has 3 Parts:

Caesar Augustus (63 BC - 14 AD)

- 1. Set Goals**
- 2. Establish Objectives for Each Goal**
- 3. Identify the Steps to Reach Objectives**

Key Steps to Accomplishing this Critical Leadership Function:

- ◆ Gather facts about the conditions and needs in your neighborhood.
- ◆ Select the general areas of needs or problems that you want to work on as a Neighborhood Council. When doing this, become opportunity-oriented, not just problem-oriented. Get accustomed to thinking about workable solutions, not just needs or problems. Think about what could be in the way of services, programs or activities that have the potential to enrich the neighborhood. There is more to improving a neighborhood than just eliminating the problems.
- ◆ Put these general statements of need in writing. Be sure your goals are related to a tangible need, and not a supposed one, by getting the facts.
- ◆ Brainstorm on ways to solve various problems or achieve certain goals.
- ◆ Decide on specific actions to address the problem. These are your objectives.
- ◆ After you determine how to reach your goals, lay out specific steps to obtaining them.

EXAMPLE GOALS, OBJECTIVES AND STEPS

➡ **Goal:** Our neighborhood needs to be cleaned up.

Objectives: Residents will clean the neighborhood with each other's help and with help from city services.

Steps:

2. The Neighborhood Planning and Public Service committee will be in charge of carrying this out. They will recruit the people needed to do this job by the end of March, i.e. publicity, volunteers to call various city services, volunteers to arrange the focus day, and work with other committees to do the following:
3. We will designate the week of April 4-11 as the time during which we will ask people to clean up. We will set up one or two days in the week that will be the focus of the event, such as that Saturday.
4. We will seek the cooperation of the Sanitation Department in scheduling trash pickup
5. We will ask the Clean City Commission to provide clear plastic bags.
6. We will educate our residents on the proper methods of separating trash for pick-up by the Sanitation Department.
7. We will encourage recycling and direct people to the recycling center at 13 Romney Street or any of the East Cooper or North area service centers to pick up their free of charge blue recycling bins.

➡ **Goal:** Our Neighborhood Council needs to find a way to help the residents of this neighborhood become better acquainted and familiar with each other.

Objectives:

1. We will conduct block parties in our neighborhood so that neighbors can get to know one another. During the first Saturday of each month, our Neighborhood Council will organize and conduct block parties in a central location in the neighborhood.
2. We will get more people involved in the Council.

Steps:

1. Location: Get a map of the neighborhood showing all the streets and approximate a central location. Pick a first and second preference for location of the party. Check with Police Department for permission to use the streets and to have them blocked off.
2. Setup: The Neighboring Committee will line up all the necessary people to handle the functions of entertainment, publicity, food and food equipment, games, etc.

3. Involvement: See if other committees want to involve people they are in contact with such as the Police Team Commander for the neighborhood, Fire Prevention teams, city contacts, etc. After the event, ask people what they liked and for each event, build upon the previous to include more people and get people involved.

In September, 1977, the Charleston City Council approved a Citizen Participation Plan. Mayor Joseph P. Riley, Jr., an enthusiastic supporter of neighborhood associations stated, "With the formation of a Neighborhood Council system we begin a cooperative effort with the citizens of our city which will bring together good ideas and solutions to meet the needs of our people." The Citizen Participation Plan provides for an official process to recognize neighborhood organizations as the citizens' voice from the neighborhoods by city government.

*The good neighbor looks beyond the external accidents
and discerns those inner qualities that make all men
human and, therefore, brothers.*

Martin Luther King Jr. (1929 - 1968)



City of Charleston Contacts		
Animal Control		720 – 2444
Jane Baker	Neighborhood Services	724 - 3731
Board of Architectural Review	75 Calhoun St.	724 - 3781
Commission of Public Works	CPW	308 - 8454
County Recycling	13 Romney St.	720 - 7111
Fire	Non-Emergency	720 - 1981
Police	Non-Emergency	577 - 7434
SCE&G	General Service Number	554 - 7234
Sgt. Dan Riccio	Livability Court	607 - 8759
Mayor Riley	Mayor's Office	577 - 6970
Brian Sheehan	Ombudsman	724 - 3745
Trash and Garbage	Public Service	724 - 7365
Weed Problems	Public Service	724 - 7365
Zoning Board of Appeals	75 Calhoun St.	724 - 3781

This publication exists to assist neighborhoods
in organizing successful Neighborhood Councils.

For further assistance:

Office of Neighborhood Services
75 Calhoun Street, 3rd Floor
803.724.3731
www.centuryfive.net

